



Hand Safety Week Follow up

To: Richmond Refinery Employees and Contractors

During the week of Sept 21 the Refinery observed Hand Safety Week or Global Hand Injury Prevention Week. We had many activities planned to help us become more aware of our hand risks and hazards, and to engage us in new ways so that we can prevent hand injuries from occurring.

Here is a recap of the events of the week:

- Personal Stories during the Safety Topic of the Day stimulated conversation and awareness that “it can happen to me”. Plus we were able to share how we used the LPSA on and off the job. Thank you Herb Taylor, John Joya, Steve Kavanagh, and Bill Richards.
- People entering gates 91, 53 and PL19 on Monday morning received a flyer announcing hand safety week ... and 50 “red star” winners received a pair of gloves!
- Over 50 people have returned their Hand Safety Activity - completed forms will be accepted through Oct. 7.
- The night shift received our Refinery Wide Voicemail messages first! They were sent after midnight each day of the week.
- We handed out over 2000 (ea) glove clamps, stickers and hand injury prevention checklists.
- During the Refinery Walkabout managers and supervisors reported that everyone that they came in contact with was aware of Hand Safety Week and was able to engage in meaningful conversation about Hand Safety, hand risks, and what we are doing to prevent injuries.
- The IIFLT inbox received about 50 responses, suggestions and comments on the activities of hand safety week.

Walkabout Results – Richmond Refinery’s Greatest Hand Injury Concerns:

Assess: Where is our greatest Risk? Potential Hand Risks Identified

- Pinch points
- Knuckle buster on hard to move valves Valves can break free unexpectedly – an operator may lose his/her balance and smashing their hands and/ or fall and hurt themselves in other ways. Many had

opened valves and had the persuader slip - hitting a hand rail or another valve that was in close proximity.

- **Cuts to the Hand**
 - Sharp Edges on valve wheels was mentioned as something you have to assume. Many operators talked about the use of the wrong tool on valve hand wheels. Using a pipe wrench to open valves often leaves steel burrs that can penetrate gloves – use an aluminum persuader.
 - Slicing vegetables using improper cutting technique and/or lack of proper cutting surface
 - Using personal knives
 - Scraping paint
 - Compacting unknown garbage with hands
- **RSIs** Many people were trained on Work Pace Software and keyboard shortcuts for computer but were not using them.
- **Thermal burns to the hands**
- **It can't happen to me** Long “safe hours milestones” can build a sense of complacency.
- **Off the job** Some of our employees don't have or think about using gloves off the job.

Analyze and Act: What are we doing to reduce our Risk?

- Good RSI risk awareness
 - Adhering to micro pauses and work pace breaks as well as using keyboard shortcuts when possible.
 - Using Headsets while simultaneously talking on the phone and using the keyboard
 - Knowing the Ergo Hotline: 242-ERGO
- Avoiding Pinch Points and Knuckle Busters
 - Re-evaluation of hand positioning in office, stairs, and while completing mechanical tasks.
 - Hand placement as it pertains to vehicles - while driving and when closing doors.
 - Ensure that hands are always in sight
- Wearing the correct PPE, Gloves:
 - Many people were using gloves both on the job and off
 - Everyone felt like they had the right gloves and could get the gloves they needed for the task.
 - Folks had their gloves clamped to their coveralls.
- Good indications that LPSA's are actually becoming a part of the way we work thought process:
 - During the Walkabout - Two mechanics were talking about the shop hand safety and then decided to relate an off-work story. They were working on a performance race car on Sunday when all of the sudden one of them lifted up from the motor and shouts "I just did an LPSA" - they both laughed at the memory but when they explained the LPSA it was a real good application of the tool and a great indication that people really get it!
- Understanding skill acquisition as it pertains to craft experience and safety
- Eliminating hazards from an engineering standpoint – new equipment, location of equipment, and order of work can help reduce hand risks and hazards.

General Safety Awareness

Plus +

- Emergency Action Plans are in place and exits are well marked.
- People are getting better about not being on the phone while ascending or descending the stairs.

- People are driving their vehicles more slowing through the parking lot
- Hand rails and stairs showed evidence of frequent use
- People are taking the elevator when carrying boxes

Delta A

- Emergency alarms/strobes malfunctioning and being ignored. Work order written. Analysis – might be a real fire and people don't evacuate. Action – if the alarm does not reset in ~a minute (per usual) we move to exits.
- There was a question about the refinery phone list distribution some said they did not receive the morning voice mail -- could we update the refinery phone list? Action – we will update the Refinery phone distribution list.
- People need to be better about covering their mouth while coughing and washing their hands afterward.

Unfortunately, the first Monday after hand safety week we had a first aid involving the hand.
Lessons Learned?

- A personal knife was used in the past routinely as a cutting tool.
- This individual didn't think that this could happen.
- An LPSA was conducted but was not related to personal knife use.

*To raise awareness about incidents like this share your personal stories.
Always cut away from your body and stay out of the line of fire.*

If you have any comments regarding hand safety, please direct them to the IIF Leadership Team email - [RRIIFLT](#) (subject: Hand Safety Week).

Thank you for your participation and care,

- *The Hand Safety Week Team*